Unit 5: Principles of Safe Practice in Health and Social Care – Case Studies

Case 1: Peaceful Haven Residence

The Peaceful Haven Residence provides support for ten women who are all over the age of 75. Three of the residents have a hearing impairment, two have dementia and the remaining residents have varying degrees of reduced mobility.

The residence has a high turnover of staff and often operates with less than the legal limit in terms of care workers. This can mean that residents who require support with personal care have to either wait for long periods or manage by themselves. Some residents have remained without a bath or shower for two or three days, causing distress and in some cases worsening of a skin condition.

The residence has recently lost its full-time cleaner Zafira. This means that the care staff are currently sharing the domestic duties between them. Spilled food and drinks are often left on work surfaces and waste bins overflow, as staff cannot keep up with all the cleaning in addition to caring for the residents.

Case 2: Jasmine Drop-in Centre

The drop-in centre provides support for young women with mental ill health. The staff have recently become concerned about Zara who is 19 years old and has an anxiety disorder. She has been prescribed medication to deal with this. Zara's key worker has noticed that her symptoms have increased; she has panic attacks, which appear to begin if she is approached by any of the other service users or members of staff.

Zara's appearance has deteriorated recently. Her hair is often unkempt and her clothes dirty. Zara states that this is her protection, but from what she refuses to say.

The staff are aware that Zara is unhappy about her mother's friend. The friend often visits the house as they share an interest in garden design. Zara's father is a business man whose work often takes him out of the country. She states that the friend is unkind but refuses to explain what she means by this.

Zara has a social worker, Ayesha, who has also noticed the changes in Zara's physical appearance and increased anxiety but has linked this to a perceived jealousy regarding Zara's mother's new friendship. Ayesha has not recorded the changes in Zara's case file as she considers that Zara will soon 'get over' her jealousy.

Zara has asked Ayesha to arrange alternative accommodation for her but the social worker has stated that Zara has no legal entitlement to this, as she is not sufficiently vulnerable.

Case 3: Alemana Ward

Alemana Ward is a male surgical ward in a general hospital. The ward provides surgical care for fifteen male service users. Amir is the ward manager and is supported by a team of registered nurses and healthcare assistants.

The service users come into the ward for surgical procedures, some of which are planned and others which are emergency procedures.

Faiz, who has learning disabilities, was recently admitted for surgery on his left arm following an accident at home. Whilst in hospital, Faiz developed a bout of diarrhoea and vomiting which was not related to his surgery.

Prior to becoming ill Faiz had eaten a portion of his favourite dish that he described as tasting ‘funny’. He also said that he had eaten the food because he was hungry and didn’t get enough to eat at home. His parents want to make a complaint against the hospital, accusing them of neglect, but the ward manager has said that this is not possible. He stated that the complaints procedure is being reviewed and therefore unavailable.

Amir said that the stomach upset was due to Faiz overeating, accusing Faiz’s parents of starving him, and resulting in him overeating when the opportunity arose. Faiz’s parents deny this, saying that he often makes up stories to gain attention. However, the nurses who have cared for Faiz whilst on the ward have noticed that he is underweight for his height and constantly complains of being hungry saying that he is not allowed to eat at home without permission. The nurse mentions his suspicions to the ward manager, who dismisses his comments stating, ‘he probably doesn’t understand about eating properly’.

One of the nurses suspects that there was problem with the food in the hospital as several service users have become ill. The nurse mentioned this to her manager but was told not to discuss this. The nurse would like to make a complaint to the relevant body but is not sure who this is, and also whether he would be protected under law if he did speak out.

Case 4: Rosewood Boulevard Children and Young People's Residence

Rosewood Boulevard Children and Young People's Residence is a group home for 12 children and young people aged between 12-16, who have been placed by the local authority. All of the children and young people have behavioural issues and all have a key worker within the residence.

Aliza, who is 15 years old, has lived at the residence for two years, following the death of both of her parents and her siblings in a traffic accident. She has had two failed fostering arrangements and is currently being assessed for asthma by the doctor who attends the centre regularly.

The staff have a noticed that Aliza is becoming withdrawn, particularly in the presence of Adiva, another resident. Adiva is 16 years old

The staff have also noticed that Adiva is wearing Aiza's new watch. When questioned by Iqba, the manager of the residence, both girls agree that Aliza had given the watch to Adiva, although Aliza's response is more subdued than Adiva's.